

LAW ENFORCEMENT CLERK IV

GENERAL STATEMENT OF DUTIES

Performs intermediate level office tasks in support of administrative, program, or technical operations. Functions include records, reports, and filing, public contact, office equipment operation, and composition.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class independently performs a variety of tasks in support of an office, program, or work unit applying varied guidelines and knowledge requiring some interpretation to resolve problems. The majority of time is allocated to tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines that are normally available. An employee in this class may serve as the primary resource to staff and external contacts regarding closely related services, regulations, policies and procedures. Work is differentiated from Level III by an increase in the degree of independence, variety and/or processes, and the knowledge applied. Work is performed under general supervision and is reviewed through conferences and completeness of reports and work assignments.

ILLUSTRATIVE EXAMPLES OF WORK

- Establishes and maintains a limited budget; balances and reconciles records with the appropriate authority; compiles or directs the preparation of budget reports; may initiate transfers between line items within specific guidelines.
- Maintains and controls office filing system(s) where components and guidelines may vary; locates, extracts, and summarizes information from files; initiates process of purging and updating files; may determine release of information according to established procedures and confidentiality guidelines.
- Prepares correspondence independently from general instructions or brief summaries; may independently compose and format documents or form letters, or correspondence involving procedures and technical subject matters.
- Screens mail, prioritizes, pulls and attaches related documents, and routes appropriately.
- Initiates or prompts payment for expenditures, services, supplies, expenses, and operating costs; initiates, reviews, and/or completes process for reimbursement.
- Reviews a large variety of documents for accuracy and completeness; determines if documents are in order and whether process can continue; may prepare and code documents for acceptance into computer system; determines when information needs have been met.
- Monitors, reviews, verifies, initiates, and submits a variety of forms for work unit; prepares monthly activity reports; monitors and initiates action in accordance with management recommendations and in compliance with guidelines and time frames.
- Interviews clients, patients, or the public to obtain and evaluate personal, medical, or financial data to establish initial agency record and/or correct existing record, or to determine the next step in the process; may determine eligibility for various services.
- Informs and advises clients, patients, or the public of policies and procedures; solves issues pertaining to eligibility for services, scheduling requirements, documentation needs, or financial requirements within applicable policies and procedures.
- Contacts vendors, other programs or agencies, and third party payers to provide or secure information to resolve problems or obtain needed materials; coordinates the process of ordering, distributing, and inventorying supplies and equipment.
- Researches and provides information to related agencies and employees on payroll, personnel, insurance, and related issues.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of office or work unit procedures, methods, and practices.
- Considerable knowledge of and ability to use correct grammar, vocabulary, spelling, and office terminology, and ability to proofread.
- Considerable knowledge of accounting procedures, mathematics, and their application.
- Ability to use courtesy and tact in independently performing public contact duties that may be sensitive in nature.
- Ability to independently apply laws, departmental rules, and regulations covering programs and services; and to review and process information to determine a conclusion, action, or compliance with applicable laws, rules or regulations.
- Ability to use judgment in coordinating and monitoring office procedures and workflow.
- Ability to supervise or coordinate the work of other staff, students or volunteers.

MINIMUM EDUCATION AND EXPERIENCE

High school diploma and at two (2) years of office/clerical experience; or an equivalent combination of education and experience.

Special Note – This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

Randolph County 2/2012